

Local Host Nation Hospitals



St. Elizabeth Krankenhaus, Geilenkirchen

Martin-Heyden Strasse 32
52511 Geilenkirchen, Germany
T: +49/(0)2451-622-0
<http://www.krankenhaus-geilenkirchen.de>

NO PEDIATRICS/ NO GYN



Universitätsklinikum Aachen

Pauwelstrasse 30
52074 Aachen, Germany
T: +49/(0)241-800
<http://www.ukaachen.de>

PEDIATRICS



Städtisches Krankenhaus Heinsberg

Auf dem Brand 1
52525 Heinsberg, Germany
T: +49/(0)2452-188-0
<http://www.krankenhaus-heinsberg.de>

NO PEDIATRICS/ NO ORTHOPEDICS



Zuyderland Med.Centrum Heerlen

Henri Dunantstraat 5
6419 PC Heerlen, the Netherlands
T: +31/(0)45-576-6666
<http://www.zuyderland.nl>

PEDIATRICS



Academisch Ziekenhuis Maastricht

P. Debyelaan 25
6229 HX Maastricht
T: +31/(0)43-3876543
<http://www.english.azm.nl>



What to expect:



- Paid parking. If parked illegally, you may be ticketed and/or towed away at your expense.
- Pay for phone use.
- Playrooms for children on pediatric wards.
- Move about freely on hospital grounds if cleared with medical/nursing staff.
- Most staff speak some English (please speak slowly).
- Inpatient admission for observation, tests and treatment.
- Semi-private rooms. Privacy screens may not always be available between beds. Plan accordingly.
- Longer hospital stays for observation, tests, treatment and rest.
- Junior doctors often accompany attending physicians during rounds.
- It is appropriate and expected that you ask questions and you indicate your pain level.
- You can refuse or defer treatment/procedure.
- Visiting hours 0800h-2000h at most facilities. Any visits that are outside designated times, **must** be cleared with staff.
- ICU visiting policies may differ at each location. Please ask staff.

Your Patient Liaison Officer Team:

**Erik Hendricks,
Loek Bongaarts**

**T: +49 (0) 2451 99 3423
24/7/365**

***"We are here,... For YOU!
All the time.....All the way!"***

470ABS/US CLINIC

Patient Liaison Officer Program



How to reach us:

+49 (0) 2451 99 3423

24/7/365

Erik Cell: +49 (0) 151 297 02952

Loek Cell: +49 (0) 175 892 1618

What Can We Do For YOU?

What services can a Patient Liaison Officer provide?

- Visit & assist patients admitted to local facilities.
- Assist outpatients before, during and after their appointments.
- Familiar with medical terminology, local healthcare systems and customs.
- Fluent in English, Dutch and German.
- Can help you communicate with Host Nation health care team to get clear understanding of you condition and treatment.
- Offer a listening ear to your possible concerns, frustration and confusion and resolve them.
- Patient Liaison support can be requested prior to hospital visit.

Admission, Discharge and Follow-up.

- Call ISOS (Germany toll free: 0800-589-1599, Netherlands: 0800-230-0006) to notify them of any visit.
- Notify your TRICARE Benefits Advisor (0049-2451-993200, option 3) of any unscheduled visits or admission.

Active Duty Admission.

- Notify your Chain of Command.
- All convalescent leave, profile, etc. need authorization by your Primary Care Manager.
- Bring all paperwork given to you by an off base provider to TRICARE immediately for translation and/or follow-up care.

Prescriptions.

- The Medical Group Pharmacy can only honor prescriptions that are in the correct format (incl. all required information).
- Seek Pharmacy assistance prior to going to a German 'Apotheke' or Dutch 'apotheek'.
- If you fill a prescription at a German 'Apotheke', keep a copy of the prescription and the receipt to file a claim form with your TRICARE Benefits Advisor.

*** Non-FDA approved items may not be reimbursed by TRICARE ***

What You Need To Know Before Hospital Admission

What to bring as an inpatient

- Towels & washcloth.
- Personal hygiene products, including hand soap.
- Bathrobe & comfortable clothes.
- Pajamas/nightgown/house shoes or slippers.
- Small toiletry bag.
- Midsize overnight bag.
- Books, magazines.
- Local currency/bilingual dictionary.

Phone/TV (requires registration)

- Purchase "Telefon Karte" on admission, that will allow you to make and receive calls from your bedside.
- 10-15 Euro refundable security deposit and desired amount of charge for minutes (cash only).
- Slide card into the phone by your bed.
- Phone card also activates the TV in the room (English channels: CNN, MTV, BBC).
- Some hospitals may use a different system. Please ask on admission or at the reception desk.
- Some facilities may assess a nonrefundable daily fee.
- Most facilities allow a small DVD player, radio, or laptop (respect those around you, bring headphones).

Cell phones are not allowed in the hospital ***

CONVERSIONS

$$F = C \times 9/5 + 32 \quad 1\text{kg} = 1000\text{g} = 2.2 \text{ lbs}$$

$$\begin{aligned} 37C &= 98.6F & 240\text{cc} &= 8 \text{ oz} \\ 38.3C &= 101F & 1 \text{ tsp} &= 5 \text{ cc} \\ & & 1 \text{ tbsp.} &= 15 \text{ cc} \end{aligned}$$

$$\begin{aligned} 1 \text{ inch} &= 2.54 \text{ cm} \\ 1 \text{ foot} &= 30.5 \text{ cm} \end{aligned}$$

Meals & Beverages

- Lunch is the main (*warm*) meal of the day, not supper.
- Breakfast/supper are light, continental meals.
- Sparkling water is offered routinely. Still water is available upon request (please ask staff).
- Water, warm tea and coffee available for self service on most units. Food can be brought in, if no dietary restrictions (please check with staff prior to bringing in food).

DUTCH	ENGLISH	GERMAN
Dokter	Doctor	Arzt
Verpleegster	Nurse	Schwester
Ziekenhuis	Hospital	Krankenhaus
Eerste Hulp (SEH)	Emergency Room (ER)	Nordienst or Nothilfe
Pijn	Pain	Schmerzen
Misselijk	Nauseous	Übel
Koorts	Fever	Fieber
Griep	Flu	Grippe
Hoofdpijn	Headache	Kopfschmerzen
Buikpijn	Stomach ache	Bauchschmerzen
Duizelig	Dizzy	Schwindlich
Hoesten	To cough	Husten

